PLAN REVIEW RESPONSIBILITY

Supervisory Responsibility

It is the responsibility of the supervisor to ensure that all reasonable efforts are being made to assist plan review staff in meeting their deadlines. The following steps should be taken to ensure that this happens:

- Work assignments that compete with time for completing plan reviews should be carefully reviewed to determine if they are appropriate from a work priority standpoint.
- The supervisor needs to oversee the work of each staff to the extent necessary to ensure that the agreed upon priorities are being worked on.
- The level of review given to a project should be proportional to its importance. Staff should spend minimal time on minor reviews.
- The time spent on plan review versus the output should be reviewed with staff and if the time appears excessive, steps should be taken to reduce that time.
- Those steps to improve review efficiency could include training opportunities and peer matches.
- Plan review staff often find themselves having to make difficult decisions. Make sure that you are there to help them make those decisions or direct them to someone who can help them. Support decisions that are made.
- Deadlines are important. Staff need clear direction from you that they are a priority.
- You should review the project logs on a frequent enough basis to react to missed deadlines. Make sure staff up dates the log and restarts the clock every time something is submitted for a project, including the review fee.
- You should meet with staff on a regular basis to go over their workload and ensure that upcoming deadlines will be met.
- You are responsible for ensuring that your staff is updating the project logs as each plan review milestone is completed.

Plan Review Staff Responsibility

It is the responsibility of staff to conduct quality reviews and meet deadlines. The following steps should be taken to ensure that this happens:

- If there are obstacles to meeting your deadlines, you are responsible to notify your supervisor for help in removing those obstacles.
- You are responsible for maintaining tracking logs so that they are up to date at all times. Be sure to log projects off the system as letters/approvals are issued.
- The level of review given to a project should be proportional to its importance. You cannot afford to obsess over minor reviews.
- Your job is to review the plans to identify any areas where significant deviations from the code occur or where significant environmental problems could occur if the plan is implemented as proposed. Part of becoming efficient at plan review is to identify critical issues early and focus on them rather than giving everything the same weight.
- If you run into a question you don't know the answer to, it is your responsibility to seek out timely help in answering that question, whether it is technical or procedural.
- Share difficult decision making with your supervisor. It will help you resolve the issue faster and result in greater support for the decision.

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- Identify precedent setting or unusual situations early and notify your supervisor and the technical support section so that timely decisions can be made.
- Don't be afraid to seek advice from your peers within and beyond your region. The experience of the group is much greater than the experience of an individual.
- All major approvals and precedent setting approvals should be submitted to CO electronically, with approval date typed in, so they can be put on the W:/ drive for other reviewers to access.
- You don't need to re-invent the wheel. Use existing approvals or templates (W:/drive, etc.) as a guide to save on plan review time.
- Share our checklists with applicants and consultants so they are in a better position to prepare complete submittals.

Central Office Support

It is the responsibility of Central Office to support plan review staff and supervisors by providing data management services, technical support, policy direction, and maintain consistency statewide. The following steps should be taken to ensure that this happens:
- Designate and maintain a statewide project logging system for use by plan review staff (individual plan reviewers are responsible for making entries onto the system). Eventually put a modified version of the project logging system onto the intranet and internet for improved access both internally and externally.
- Send out an e-mail or otherwise effectively communicate with plan review staff when precedent setting decisions are made (or are in the process of being made), with an explanation of why things were done a certain way
- Maintain the W:/drive folder of example approvals. Review example approvals on a regular basis for the purpose of identifying more efficient ways of writing approvals and ensuring consistency in decisions. Highlight particularly good examples of approvals and look for opportunities to recommend templates for certain activities.
- Check in with plan review staff and supervisors periodically to identify information or training that is needed (more often than once a year). Communicate with newer staff to identify needs for assistance. Look for opportunities to facilitate mentoring match ups. Organize and support training activities.
- Continue to organize technical meetings to provide a forum for cross-region discussions and dissemination of information.
- Track plan review related performance measures and provide information to supervisors. Identify areas where performance measures are not being met and work with supervisors to correct the situation.
- Develop and maintain an easily accessible repository for guidance documents. Develop new guidance as the need arises. Provide a system to effectively communicate the establishment of new guidance.
- Provide plan review back up to the Regions for handling workload fluctuations due to vacancies or other temporary workload imbalances.
- Provide plan review for statewide facilities that cross regional boundaries such as mobile soil roasters.
- Provide technical expertise and policy interpretation to the regions, as needed.